

# ViewSonic®

## DSM3210

### Digital Signage Multimedia

- User Guide
- Guide de l'utilisateur
- Guía del usuario



ViewSonic®

Model No. : VS11770-1M

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# Compliance Information

## FCC Statement

This device complies with part 15 of FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**Warning:** You are cautioned that changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

## Following information is only for EU-member states:

The mark shown to the right is in compliance with the Waste Electrical and Electronic Equipment Directive 2002/96/EC (WEEE).

The mark indicates the requirement NOT to dispose the equipment as unsorted municipal waste, but use the return and collection systems according to local law.



## Declaration of RoHS Compliance

This product has been designed and manufactured in compliance with Directive 2002/95/EC of the European Parliament and the Council on restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS Directive) and is deemed to comply with the maximum concentration values issued by the European Technical Adaptation Committee (TAC) as shown below:


Substance	Proposed Maximum Concentration	Actual Concentration
Lead (Pb)	0.1%	< 0.1%
Mercury (Hg)	0.1%	< 0.1%
Cadmium (Cd)	0.01%	< 0.01%
Hexavalent Chromium (Cr <sup>6+</sup> )	0.1%	< 0.1%
Polybrominated biphenyls (PBB)	0.1%	< 0.1%
Polybrominated diphenyl ethers (PBDE)	0.1%	< 0.1%

Certain components of products as stated above are exempted under the Annex of the RoHS Directives as noted below:

Examples of exempted components are:

1. Mercury in compact fluorescent lamps not exceeding 5 mg per lamp and in other lamps not specifically mentioned in the Annex of RoHS Directive.
2. Lead in glass of cathode ray tubes, electronic components, fluorescent tubes, and electronic ceramic parts (e.g. piezoelectronic devices).
3. Lead in high temperature type solders (i.e. lead-based alloys containing 85% by weight or more lead).
4. Lead as an allotting element in steel containing up to 0.35% lead by weight, aluminium containing up to 0.4% lead by weight and as a cooper alloy containing up to 4% lead by weight.

## Important Safety Instructions

1. Read these instructions completely before using the equipment.
2. Keep these instructions in a safe place.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this equipment near water. **Warning:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.
6. Clean with a soft, dry cloth. If further cleaning is required, see “Cleaning the Digital Signage Multimedia” in this guide for further instructions.
7. Do not block any ventilation openings. Install the equipment in accordance with the manufacturer’s instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other devices (including amplifiers) that produce heat.
9. Do not attempt to circumvent the safety provisions of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade and the third prong are provided for your safety. If the plug does not fit into your outlet, consult an electrician for replacement of the outlet.
10. Protect the power cord from being tread upon or pinched, particularly at the plug, and the point where it emerges from the equipment. Be sure that the power outlet is located near the equipment so that it is easily accessible.
11. Only use attachments/accessories specified by the manufacturer.
12.  Use only with a cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. Unplug this equipment when it will be unused for long periods of time.
14. Refer all servicing to qualified service personnel. Service is required when the unit has been damaged in any way, such as: if the power-supply cord or plug is damaged, if liquid is spilled onto or objects fall into the unit, if the unit is exposed to rain or moisture, or if the unit does not operate normally or has been dropped.
15. This product is only to perform the useful function of entertainment and visual display tasks are excluded.

## Copyright Information

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Disclaimer: ViewSonic Corporation shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from furnishing this material, or the performance or use of this product.

In the interest of continuing product improvement, ViewSonic Corporation reserves the right to change product specifications without notice. Information in this document may change without notice.

No part of this document may be copied, reproduced, or transmitted by any means, for any purpose without prior written permission from ViewSonic Corporation.

## Product Registration

To meet your future needs, and to receive any additional product information as it becomes available, please register your product on the Internet at: [www.viewsonic.com](http://www.viewsonic.com).

### For Your Records

<b>Product Name:</b>	<b>DSM3210</b> <b>ViewSonic Digital Signage Multimedia</b>
<b>Model Number:</b>	<b>VS11770-1M</b>
<b>Document Number:</b>	<b>DSM3210-1M_UG_ENG Rev. 1A 02-29-08</b>
<b>Serial Number:</b>	_____
<b>Purchase Date:</b>	_____

### Product disposal at end of product life

ViewSonic is concerned about the preservation of our environment. Please dispose of this product properly at the end of its useful life. Your local waste disposal company may provide information about proper disposal.

The lamp in this product contains mercury. Please dispose of properly in accordance with environmental laws of your location.

# Antenna Installation Instructions

## 1. Outdoor Antenna Grounding

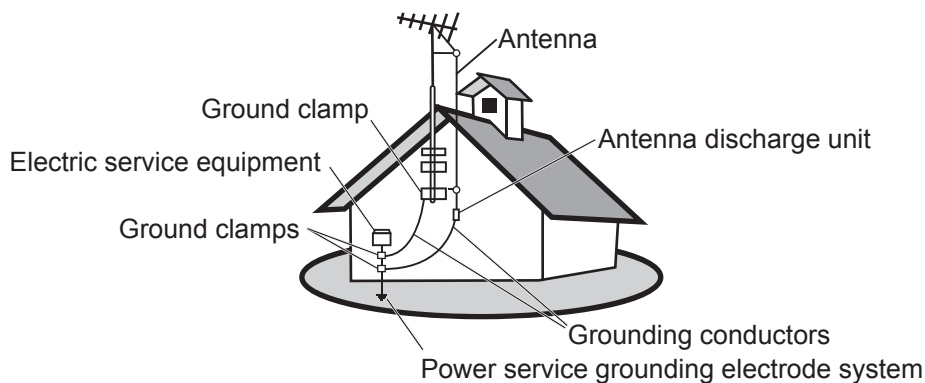
If an outside antenna or cable system is connected to the product be sure the antenna or cable system is grounded so as to provide some protection against voltage surges and built-up static charges, Article 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.

## 2. Lightning

For added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the product due to lightning and power-line surges. Do not disconnect the antenna or the power cord during a heavy storm lightning may strike while you are holding the cable cord, causing serious injury; turn off your Digital Signage Multimedia and wait for the weather to improve.

## 3. Power Lines

An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits, When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits as contact with them might be fatal.



## Cleaning the Digital Signage Multimedia

- Make sure the Digital Signage Multimedia is turned off.
- Never spray or pour any liquid directly onto the screen or case.

### To clean the screen:

1. Wipe the screen with a clean, soft, lint-free cloth. This removes dust and other particles.
2. If still not clean, apply a small amount of non-ammonia, non-alcohol based glass cleaner onto a clean, soft, lint-free cloth, and wipe the screen.

### To clean the case:

1. Use a soft, dry cloth.
2. If still not clean, apply a small amount of a non-ammonia, non-alcohol based, mild non-abrasive detergent onto a clean, soft, lint-free cloth, then wipe the surface.

## Disclaimer

ViewSonic® does not recommend the use of any ammonia or alcohol-based cleaners on the Digital Signage Multimedia screen or case. Some chemical cleaners have been reported to damage the screen and/or case of the Digital Signage Multimedia. ViewSonic will not be liable for damage resulting from use of any ammonia or alcohol-based cleaners.

## Getting Started

Congratulations on your purchase of a ViewSonic® Digital Signage Multimedia.

**Important!** Save the original box and all packing material for future shipping needs.

## Package Contents

Your Digital Signage Multimedia package includes:

- Digital Signage Multimedia
- Remote Control with batteries
- VGA HD-15 Cable
- ViewSonic User Guide & Quick Start Guide
- Power Cord

## Mounting ViewSonic Digital Signage Multimedia to the wall

The Digital Signage Multimedia can be used in a free standing position or wall-mounted. Before installing the product to the wall, please consider the following guidelines:

- Read the Important Safety Instructions, at the start of this manual.
- Do not install in a moist or wet environment. This equipment is intended for indoor use.
- Do not install near heat source, or strong magnetic fields.
- Use only ViewSonic approved wall-mounting brackets to support the Digital Signage Multimedia weight.
- Before attaching the wall mount plate to the back cover, ensure the product is working.
- If your Digital Signage Multimedia is already set up for free-standing operation, you need to first remove the stand before mounting the device to the wall.

To attach the wall-mount bracket to Digital Signage Multimedia safely, please use the following guidelines:

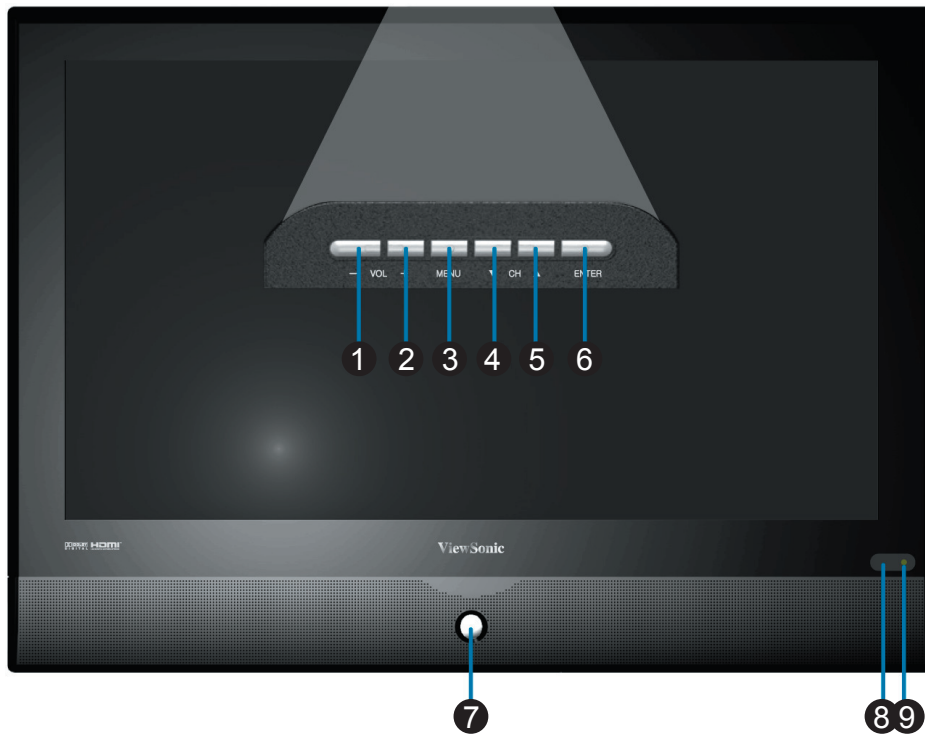
- Disconnect the power and any other cables that might hinder moving the Digital Signage Multimedia.
- Set the Digital Signage Multimedia on a table or work surface, placing the screen face down on a towel or woolen blanket to protect the screen surface from damage while installing plate.
- Before installing the Digital Signage Multimedia on the wall, ensure you have recorded the product serial number on page 4 of the User Guide, as you will need the serial number to request service should there be a service need.
- Install the wall mount plate to the Digital Signage Multimedia using screws NO LONGER than 10mm, as longer screws found in universal (non-ViewSonic) wall mount kits may damage the power supply causing the unit to fail. The wall-mount screw type is M6 x L10.



- Mount the wall mount bracket to the wall ensuring use of proper screws to support the installation. Ensure there is at least 3cm of space surrounding any air-vents of your Digital Signage Multimedia to allow adequate cooling during operation.
- Hang the Digital Signage Multimedia wall mount plate to the wall mount bracket, completing installation. Enjoy your ViewSonic Digital Signage Multimedia!



## Front View of the Product



- ① **Volume Down**  
Decrease sound volume or adjust a highlighted control while in OSD menu.
- ② **Volume Up**  
Increase sound volume or adjust a highlighted control while in OSD menu.
- ③ **Menu**  
Turn OSD menu ON/OFF.
- ④ **CH Down**  
Channel down when source is TV, or select a control while in OSD menu.
- ⑤ **CH Up**  
Channel up when source is TV, or select a control while in OSD menu.
- ⑥ **ENTER**  
To highlight a control in OSD menu.
- ⑦ **Power ON/OFF button**
- ⑧ **Remote Control Receiver**
- ⑨ **Power LED Indicator**



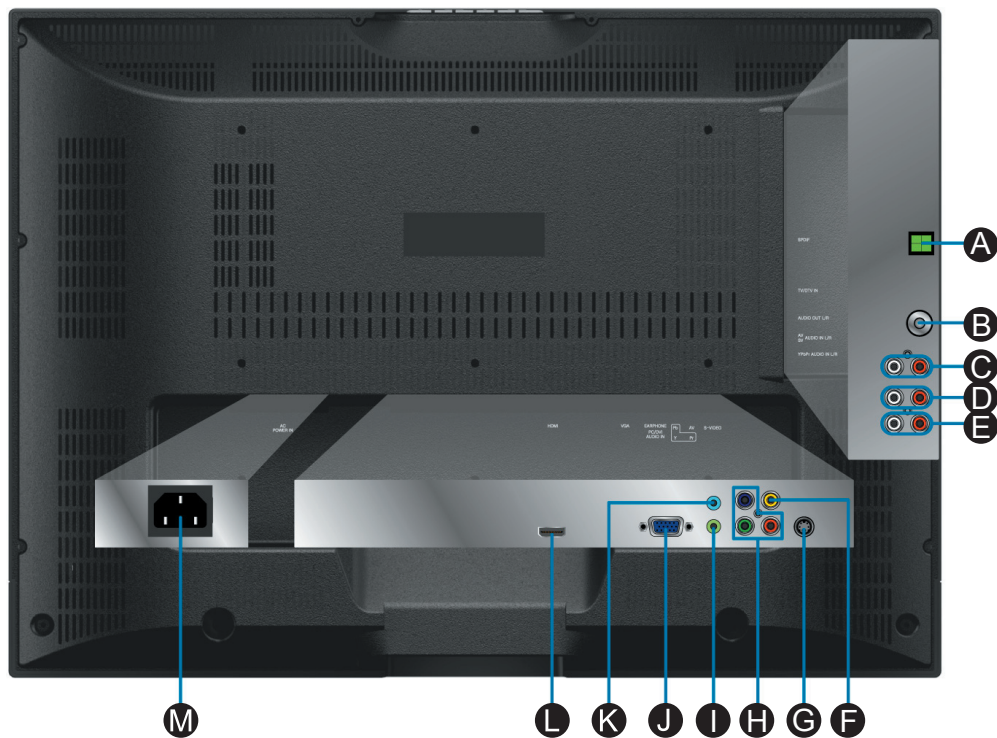
Manufactured under license from Dolby Laboratories.  
Dolby and the double-D symbol are trademarks of Dolby Laboratories.

(Only for DTV input in this model.)

### **Note:**

1. Press **VOL+** and **MENU** buttons at the same time to lock power button, and press **VOL+** and **MENU** buttons again to unlock it.
2. Press **VOL-** and **VOL+** buttons at the same time to lock OSD menu, and press **VOL-** and **VOL+** buttons again to unlock it.

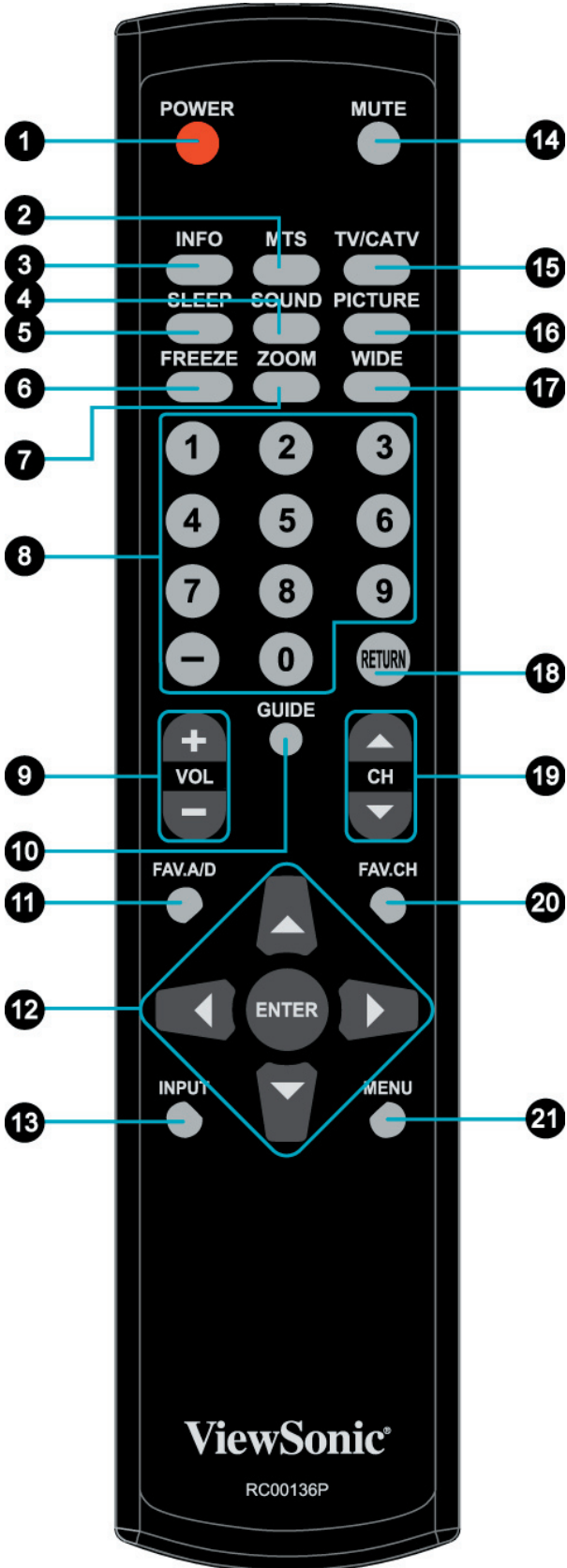
## Rear View of the Product



- A SPDIF Optical output**  
Connect this port to the SPDIF input of A/V device.
- B Cable/Air input jack**  
Connect this port to RF/ CATV/ Digital cable.
- C Audio output**  
Connect this port to your A/V device with audio in (RCA) connectors or to audio amplifier.
- D AV/ S-Video signal Audio input (left/right)**  
Connect this port to the RCA audio output connectors of your A/V device.
- E YPbPr signal Audio input (left/right)**  
Connect this port to the RCA audio output connectors of your A/V device.
- F Composite Video input**  
Connect this port to the composite video output of A/V device.
- G S-Video input**  
Connect this port to the S-Video output of A/V device.
- H YPbPr signal input**  
Connect this port to the YPbPr output of A/V device.
- I PC Audio input**  
Connect this port to PC line out jack.
- J VGA signal input**  
Connect this port to the VGA output of your PC.
- K Headphone Jack**  
Connect this port to your headphone.
- L HDMI Input Terminal**  
Connect this port to the HDMI output of A/V device.
- M Power (AC input)**  
Using power cord provided, connect to a power source.

# Remote Control

ENGLISH



## Remote control button function as follow

1	<b>POWER</b>	Power ON/OFF
2	<b>MTS</b>	Select Mono, Stereo or SAP sound
3	<b>INFO</b>	Display current information
4	<b>SOUND</b>	Select sound modes
5	<b>SLEEP</b>	Set timer to turn off TV
6	<b>FREEZE</b>	“Freeze-Frame” the current screen
7	<b>ZOOM</b>	Adjust window size
8	<b>0~9, - number button</b>	Directly channel select
9	<b>VOL+ and VOL-</b>	Adjust volume UP/DOWN
10	<b>GUIDE</b>	Show electronic program guide (EPG)
11	<b>FAV.A/D</b>	To skip or restore Favorite Channels
12	<b>UP/ DOWN/ LEFT/ RIGHT/ ENTER button</b>	UP/ DOWN for OSD function select and LEFT/ RIGHT for function adjust ENTER: Enter the function setting
13	<b>INPUT</b>	Input source select
14	<b>MUTE</b>	Volume mute ON/OFF
15	<b>TV/CATV</b>	Swap between TV/CATV
16	<b>PICTURE</b>	Select picture modes
17	<b>WIDE</b>	Change the image size
18	<b>RETURN</b>	Return to previous channel
19	<b>CH▲ and CH▼</b>	Adjust Channel UP/DOWN
20	<b>FAV.CH</b>	Select from preset Favorite Channels
21	<b>MENU</b>	On Screen Display (OSD) menu ON/OFF

# Installation

## 1. Insert Remote Control Batteries



- 1 Remove the battery cover by pulling then lifting the knob on the cover.
- 2 Insert the batteries, corresponding to the (+) and (-) markings on the battery compartment.
- 3 Reattach the battery cover.



### CAUTION

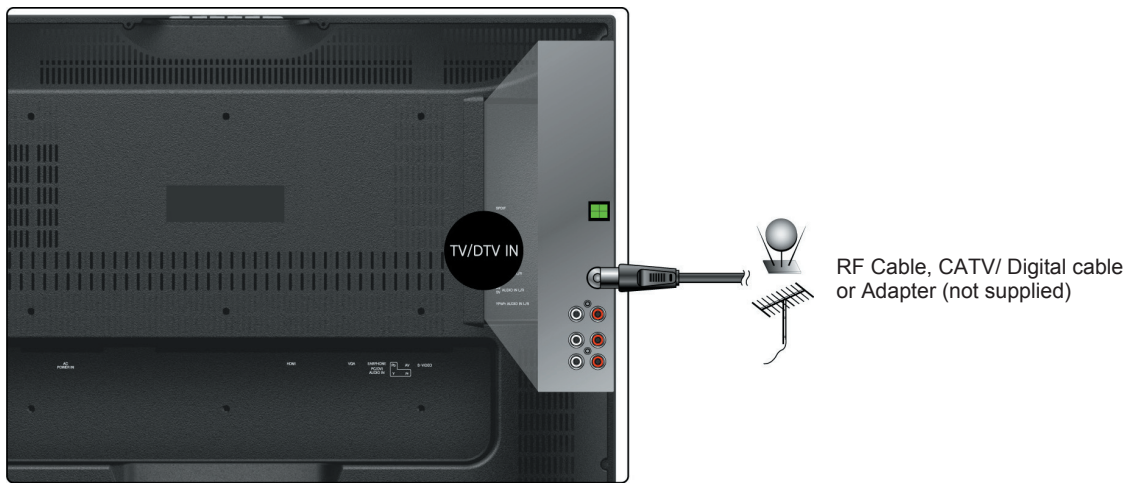
- Only use the specified AAA batteries.
- Do not mix new and old batteries. This may result in cracking or leakage, which may pose a risk of fire or lead to personal injury.
- Insert batteries according to (+) and (-) markings. Inserting the batteries incorrectly may result in cracking or leakage, which may pose a risk of fire or lead to personal injury.
- Dispose of the battery in accordance with local laws and regulations.
- Keep the battery away from children and pets.
- When the remote control will not to be used for an extended period, remove the batteries.

## 2. Connecting RF antenna and Cable TV

Make sure the power is OFF before installing your Digital Signage Multimedia.

- 1) **AIR TV:** Connect the Digital Signage Multimedia to TV antenna with 75-ohm coaxial cable. Preset the air TV channels into memory with **Auto Scan** function when using an antenna TV system. This air input jack both support TV and DTV systems. Besides, the TV system (NTSC) and DTV system (ATSC) can be found by the scanning of "AIR" in the **Auto Scan** function. See page 22.
- 2) **Cable TV:** Connect the Digital Signage Multimedia to the cable with CATV and Digital cable. Preset the cable TV channels into memory with **Auto Scan** function when using a cable TV system. The cable input jack both support CATV and Digital cable systems. Besides, the CATV system (cable TV) and Digital cable system (clear QAM) can be found by the scanning of "Cable" in the **Auto Scan** function. See page 22.

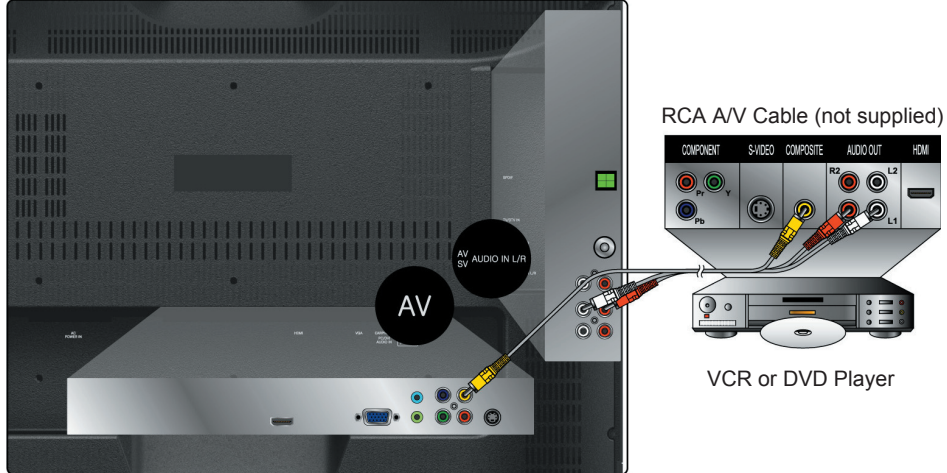
**Note:** Users can select either Air or Cable TV cable to be connected to the TV/DTV IN jack. To watch both of them, use an adapter to connect both Air and Cable cables to the jack.



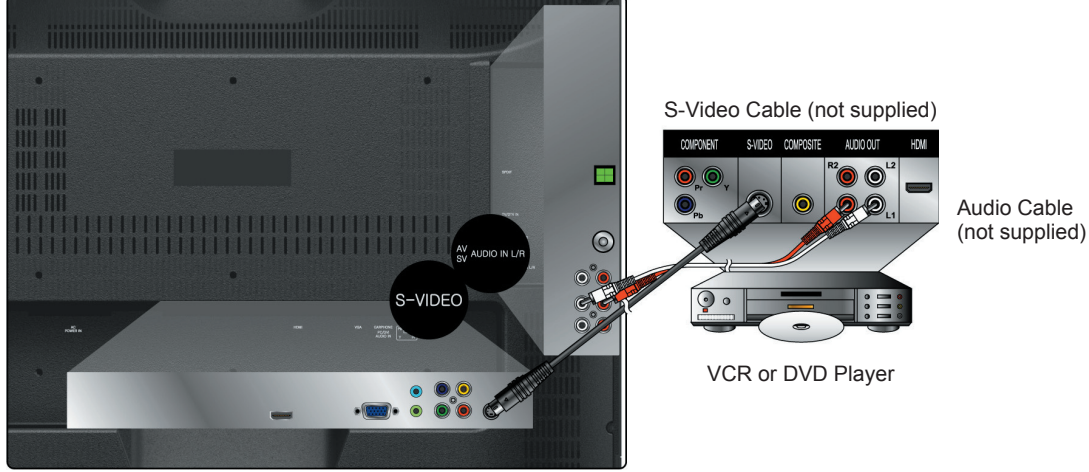
### 3. Connecting to DVD / Set Top Box

Connect Video/ Audio cables from compatible devices into the back panel of Digital Signage Multimedia.

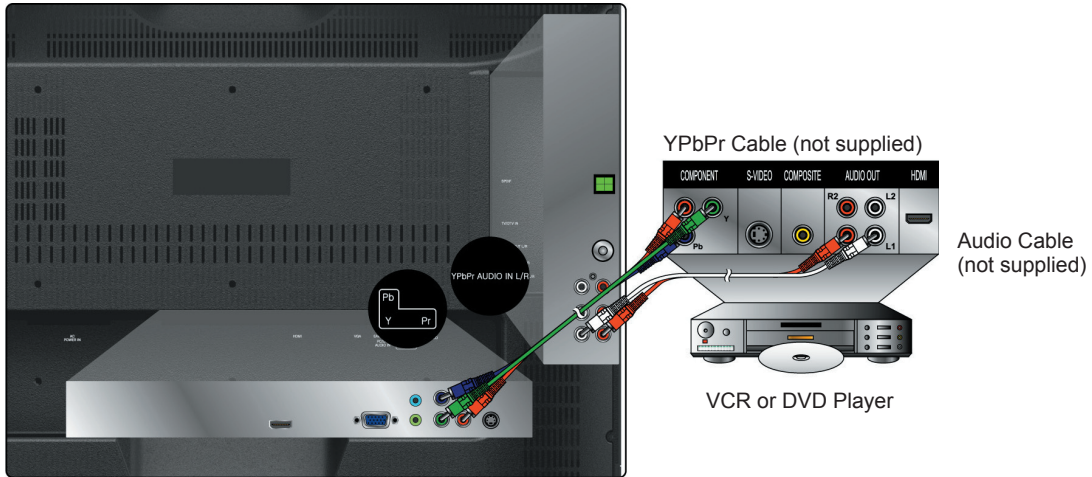
#### 1) With AV cable:



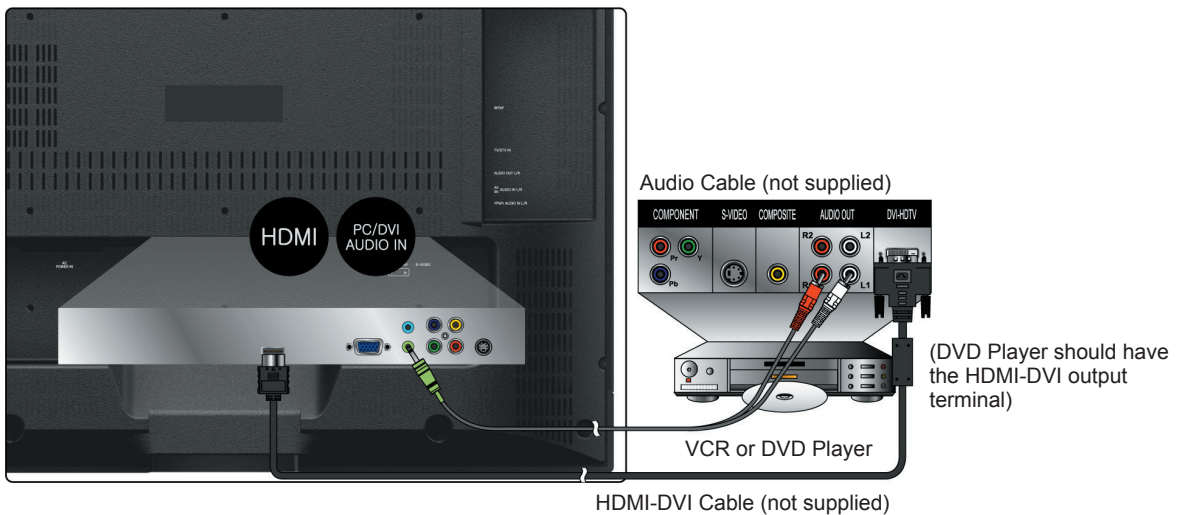
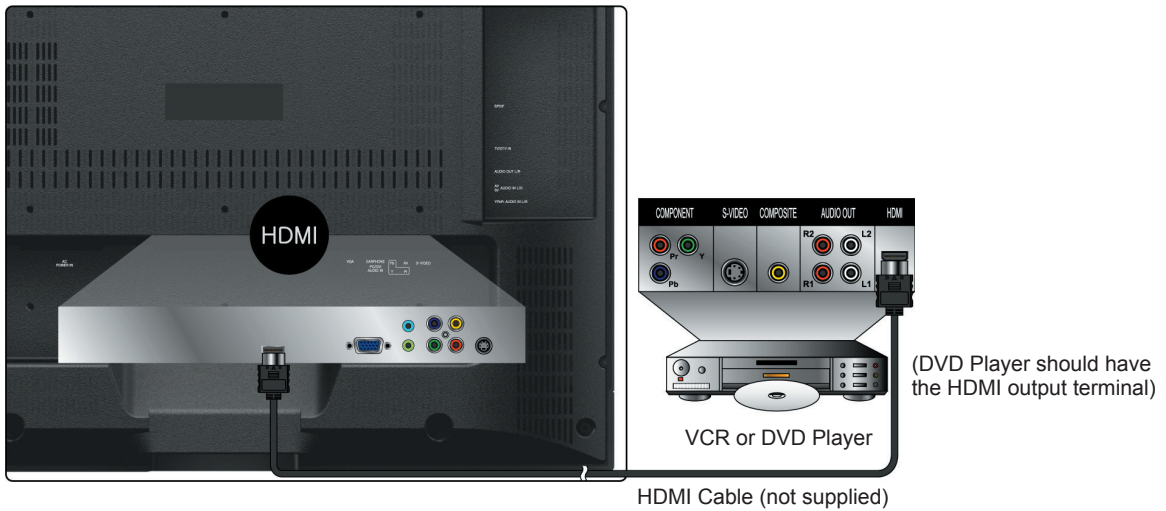
#### 2) With S-Video cable:



### 3) With YPbPr cable:



### 4) With HDMI/ HDMI-DVI cable:



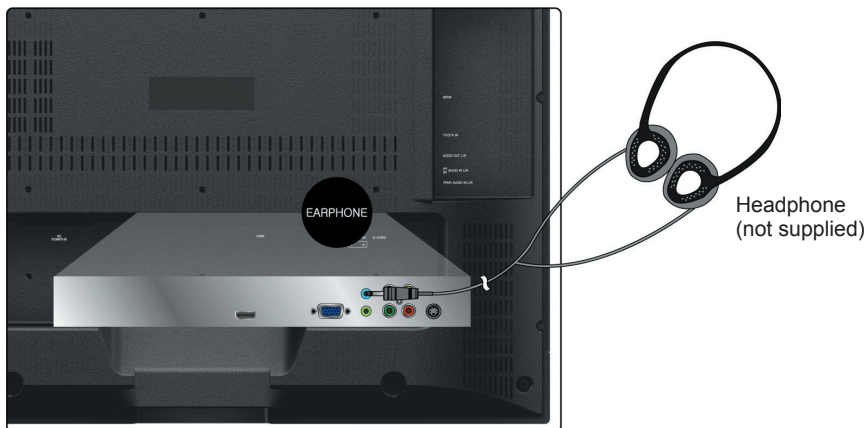
#### 4. Connecting to External Stereo System to Listen to Digital Signage Multimedia Sound

Connect the audio output terminal of the Digital Signage Multimedia to audio in terminal of the stereo system (stereo system sold separately).



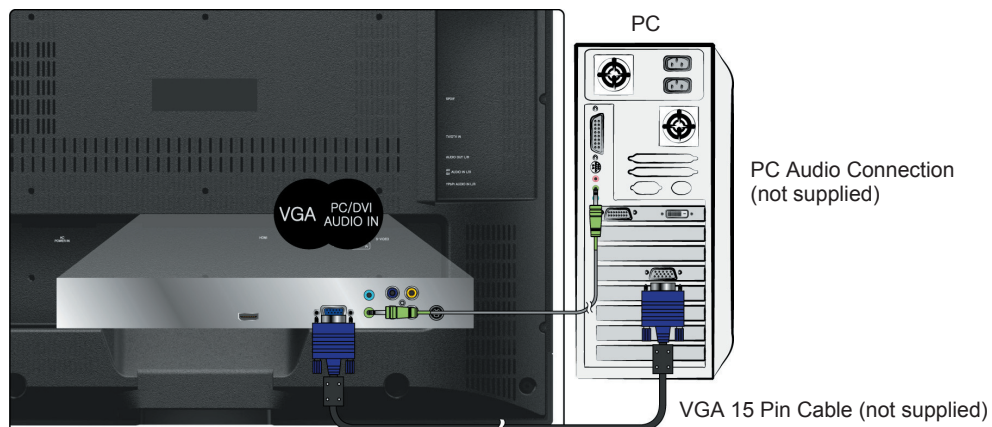
#### 5. Connecting to the Headphone

Connect the headphone to the headphone output terminal of the Digital Signage Multimedia. (Headphone sold separately).



#### 6. Connecting to a Computer with VGA cable

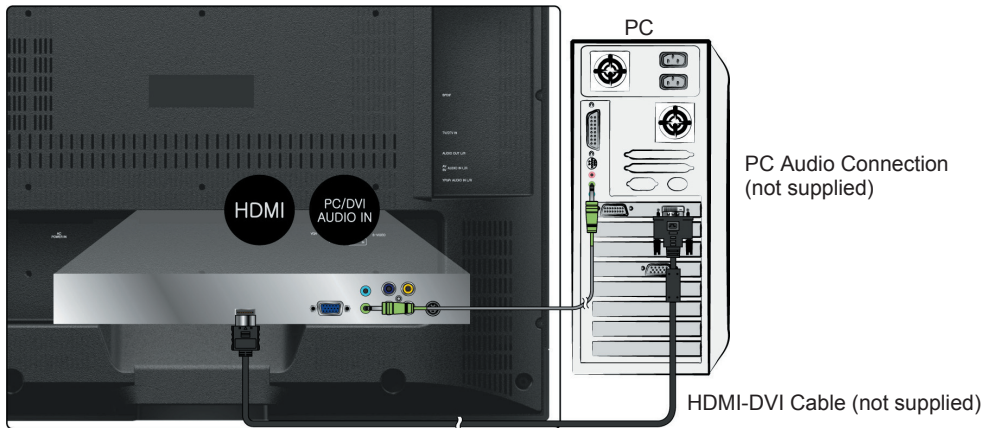
Connect the VGA cable from VGA output of computer to the VGA terminal input of your Digital Signage Multimedia. Also, Connect the Audio cable (green) from audio output of your Computer to the audio input terminal (green) of your Digital Signage Multimedia.





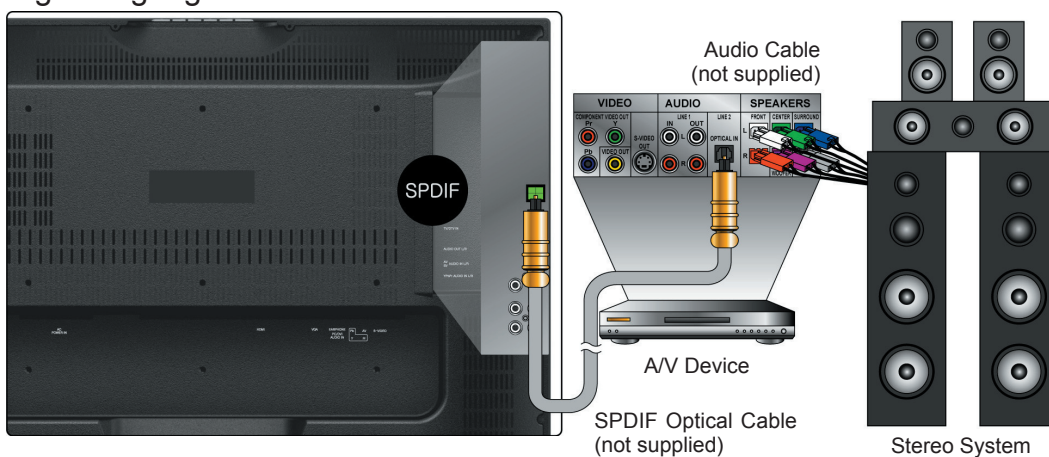
### 7. Connecting to a Computer with HDMI-DVI cable

Connect the HDMI-DVI cable from the DVI output of the computer to the HDMI terminal input of the Digital Signage Multimedia. Also, Connect the Audio cable (green) from audio output of your Computer to the audio input terminal (green) of your Digital Signage Multimedia.



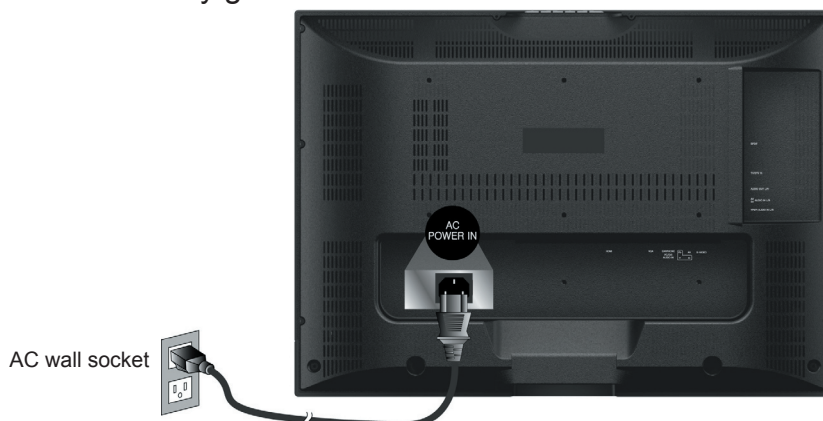
### 8. Connecting to A/V Device with SPDIF input

Connect SPDIF optical cable from A/V device into the SPDIF output connector of Digital Signage Multimedia.



### 9. Connecting with the power cord

Connect the power cord to the AC inlet on the back of your Digital Signage Multimedia, after all connections have been completed, and plug the other end of the power cord into a correctly grounded electrical outlet.



## Basic Operation

To operate your Digital Signage Multimedia, you may use the Digital Signage Multimedia remote control or top panel buttons to select input source, change channels, or adjust volume.

### Turning on the Digital Signage Multimedia

Before using the Digital Signage Multimedia:

1. Connect external equipment properly.
2. Insert the power plug, and the power LED indicator will light amber.

### Power On/Off

To turn the Digital Signage Multimedia on/off:

Press the **POWER** button under the Digital Signage Multimedia, or press the **POWER** button on your remote control to turn on/off the Digital Signage Multimedia. The power LED indicator lights blue when the Digital Signage Multimedia is on.

### Selecting input source

To select the required input source:

Press the **INPUT** button on the remote control. Use ▲▼ to select the required input source between TV, AV, S-Video, YPbPr, VGA, and HDMI.

To confirm the selection, press **ENTER**.



### Volume adjusting

Press **VOL+/-** to adjust the volume.

To turn off the volume, press **MUTE**.

If you want to restore volume, press **MUTE** again, or press **VOL+/-** directly.



### INFO

To display the current information of the Digital Signage Multimedia:

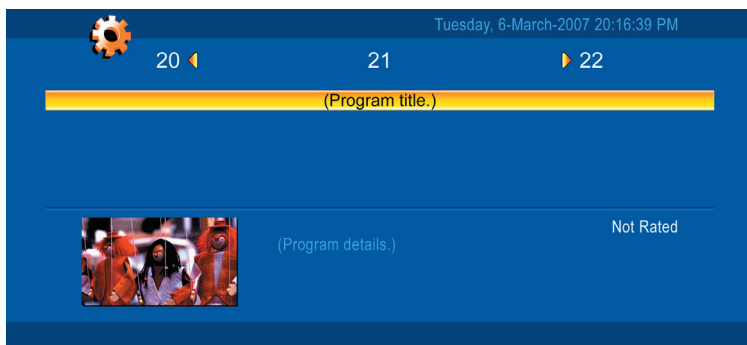
Press **INFO**, and the current state will be displayed on the screen. (It shows all or some of the information about Input, Channel, Resolution, Audio Type, etc., depending on what input source it is in.)



## Electronic Program Guide (EPG)

Press the **GUIDE** button on the remote control and the program information for the channel you are watching will be displayed on the screen with the live program content in a small window in the lower left corner of the panel.

Press the ◀ or ▶ button to scroll up or down the channels. Each time you pause at a channel, the program list will update with the program schedule for that channel and the window will show the live program for that channel. Press the **GUIDE** button to exit this feature.




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## Channel Select

Press number key or **CH▲/▼** button to select your desired channel.

### 1. ATV

The “-” button has no function in ATV mode. Directly press the number buttons to select channels.

### 2. DTV

Use “-” button to select the sub channel in DTV.

Ex: Your desired number is 80-3.

Press **8** → press **0** → press “-” → press **3**.

\* Whether in ATV or DTV, after you input the channel numbers, press **ENTER** button to direct to the channel immediately, or wait for 3 seconds to change automatically.

\* Return to the previous channel, press **RETURN** button.

※How to switch between Air TV and Cable TV?

When in TV mode, press TV/CATV button to switch, or go to the Tuner Mode in the TV menu to select.

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## Sleep Time Setting

Repeatedly press **SLEEP** button to set the off timer. The function is used to automatically shut off the Digital Signage Multimedia after a preset period of time passed. There are several times for choice – Off, 10min, 20min, 30min, 40min, 50min, 60min, 90min, or 120min.

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## Zoom

Press **ZOOM** button repeatedly to select the screen size. You can select from Zoom x 1, Zoom x 2, Zoom x 4, Zoom x 1/4, and Zoom x 1/2 sizes.

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## Wide

Repeatedly press **WIDE** button to select the aspect ratio of screen. You can select between No scale, Normal, Full, Letterbox, Zoom, and Panorama.

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## Freeze Picture

Press **FREEZE** button to freeze picture. However, the sound still continues. Press **FREEZE** button again to restore.

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## Using the OSD function

You can use the OSD menus and options to adjust various settings by using the remote control.

The basic operation is as following:

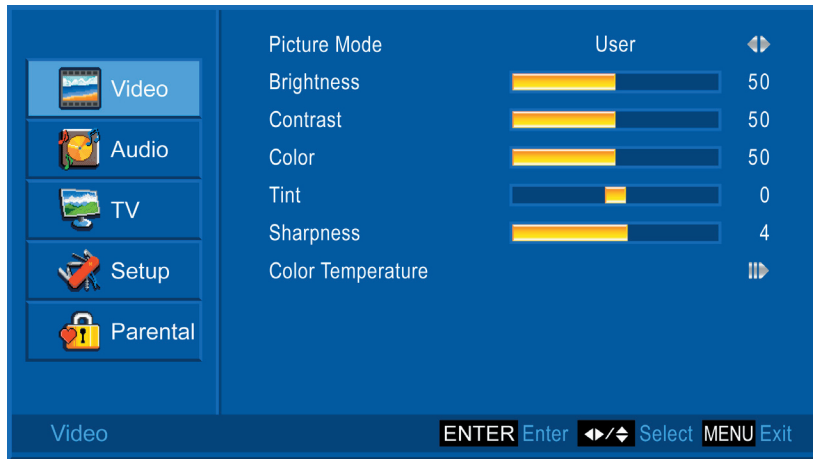
- Press **MENU** to display OSD Menu.
- Press **▲ ▼** to select your desired top Menu, and press **ENTER** or **◀ ▶** to enter the next level menu.
- Use **▲ ▼** to select the control you want to adjust.
- When selecting the control with **▶**, press **ENTER** to enable the function.
- Press **◀ ▶** to adjust or select the settings.
- Press **MENU** to exit from the OSD menu.

# OSD Functions

## ADVANCED OPERATION — OSD MENU

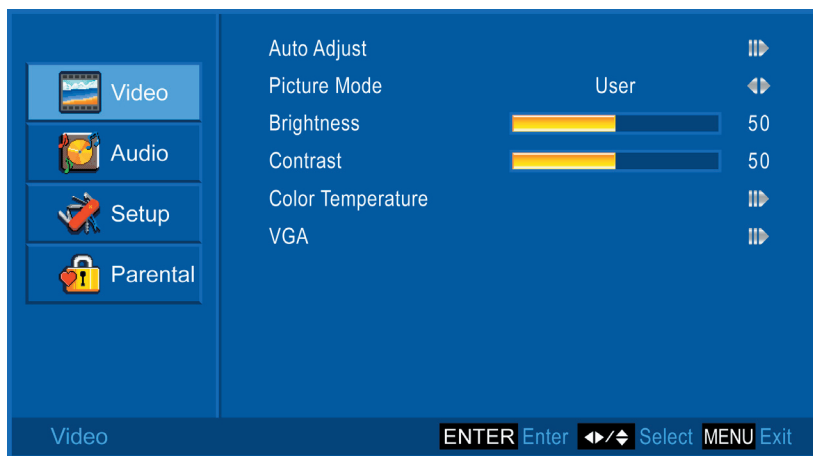
### Video Menu — To adjust the picture quality

In TV, AV, S-Video, YPbPr, HDMI source:



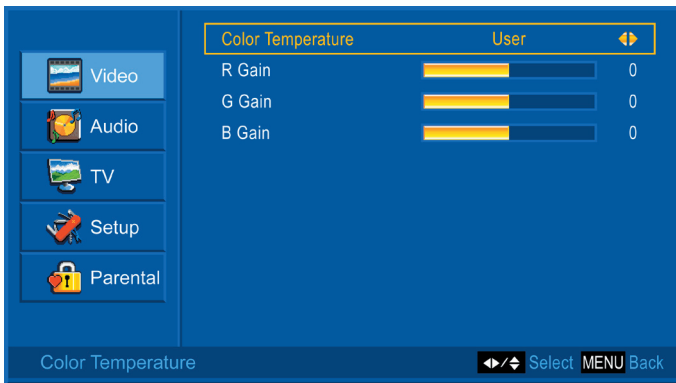
**Note:** When in AV, S-Video, YPbPr or HDMI source, the TV option on the left does not appear.

In VGA source:



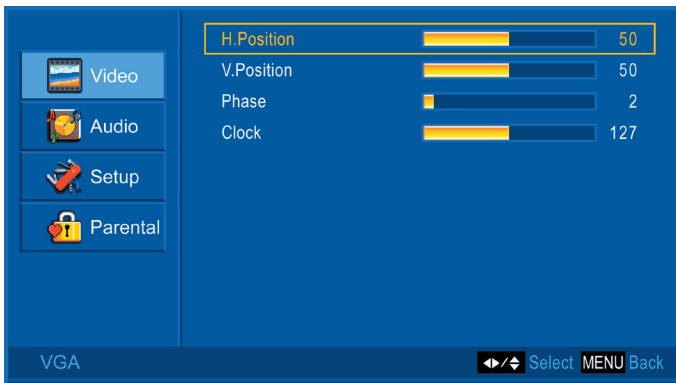
- **Picture Mode:** To select picture mode between User, Cinema, Sport, Vivid, and Hi-Bright.
- **Brightness:** To adjust luminance of video. (right: Max, left: Min.)
- **Contrast:** To adjust contrast of video. (right: Max, left: Min.)
- **Color:** To adjust color. (right: brilliant color, left: pale color.)
- **Tint:** To adjust tint level. (right: greenish tone, left: reddish tone.)
- **Sharpness:** To adjust picture sharpness. (right: sharper, left: softer.)

- **Color Temperature:** Press **ENTER** to select color temperature from User, Cool, Normal, and Warm.



When Color Temperature is selected to User, the R, G, B Gain level can be adjusted separately.

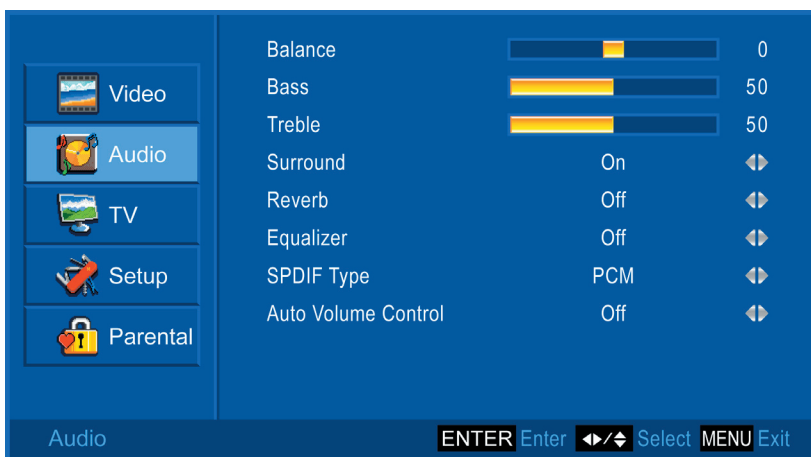
- **Auto Adjust:** Press **ENTER** to auto adjust picture's horizontal position, vertical position, fine tune and H-Size.
- **VGA:** Press **ENTER** to adjust VGA setting.



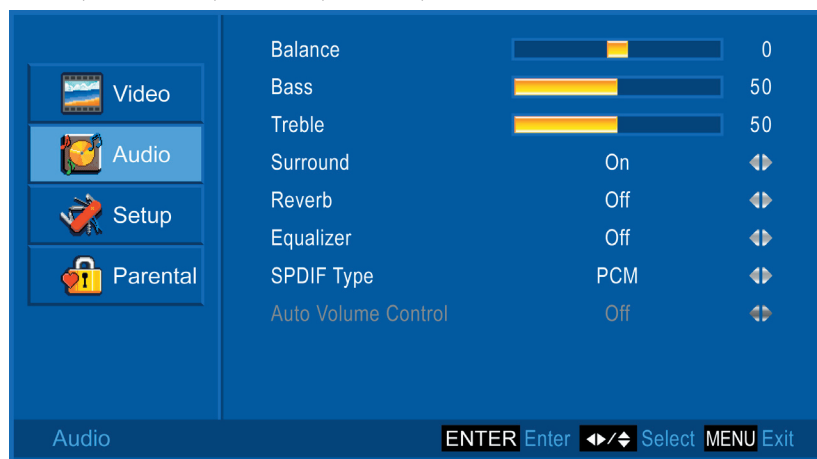
- \* **H. Position:** To adjust the horizontal position of the picture.
- \* **V. Position:** To adjust the vertical position of the picture.
- \* **Phase:** To adjust delay time of phase in order to reduce the noise of picture.
- \* **Clock:** To adjust delay time of clock in order to reduce the noise of picture.

## Audio Menu — To set the audio quality and status

In TV source:



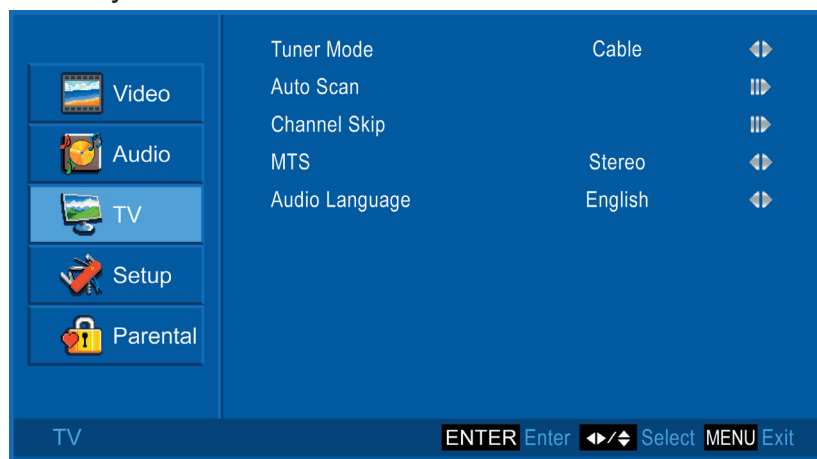
In AV, S-Video, YPbPr, HDMI, VGA source:



- **Balance:** To adjust left and right audio balance.
- **Bass:** To adjust bass.
- **Treble:** To adjust the treble.
- **Surround:** To enjoy a concert hall effect, select “On” when stereo is playing.
- **Reverb:** To enjoy the reverb sound effect of Concert, Living Room, Hall, Bathroom, Cave, Arena, or Church.
- **Equalizer:** To select equalizer modes from Rock, POP, Live, Dance, Techno, Classic, Soft.
- **SPDIF Type:** To select SPDIF Type from Dolby Digital, PCM, or Off.
- **Auto Volume control:** To turn On or Off Auto Volume control. (This function is only effective in TV source.)

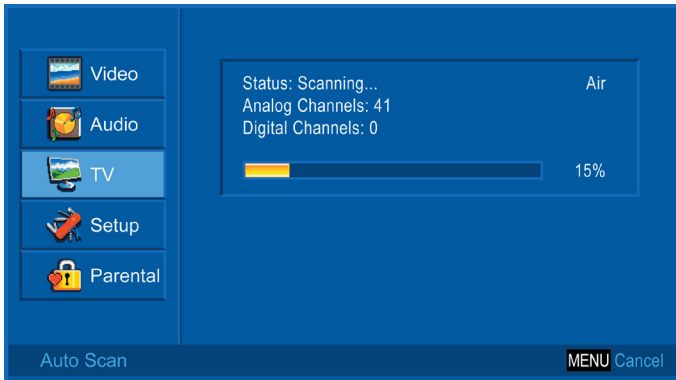
## TV Menu — To set up for TV

It is only active in TV source.



- **Tuner Mode:** To select Cable or Air as the TV source. Select “Cable” if you want to watch Cable TV channels, and select Air to watch Air TV channels.

- **Auto Scan:** To auto scan the TV and DTV channels. Press **ENTER** to start auto scanning Air and Cable TV channels. Press **MENU** again at any time to interrupt scanning.



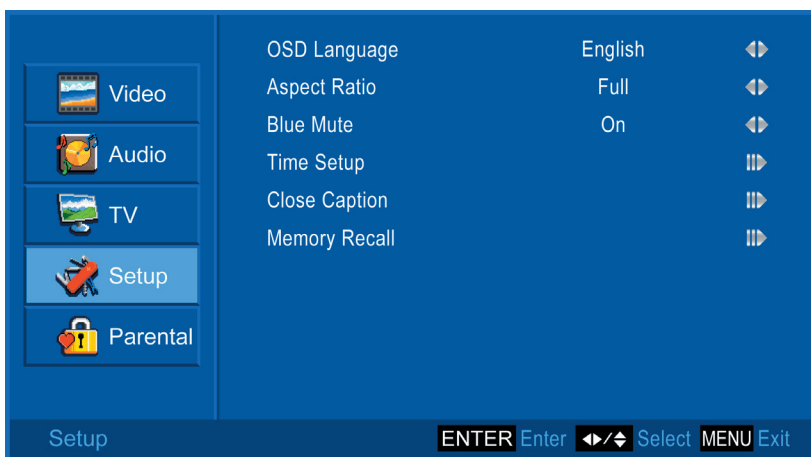
- **Channel Skip:** Press **ENTER** to skip the channel. To restore the channel, press **ENTER** again.



- **MTS:** To select audio mode from Mono, Stereo, or SAP when available.
- **Audio Language:** To select audio language from English, Spanish, or French.

## Setup Menu — To set up OSD window

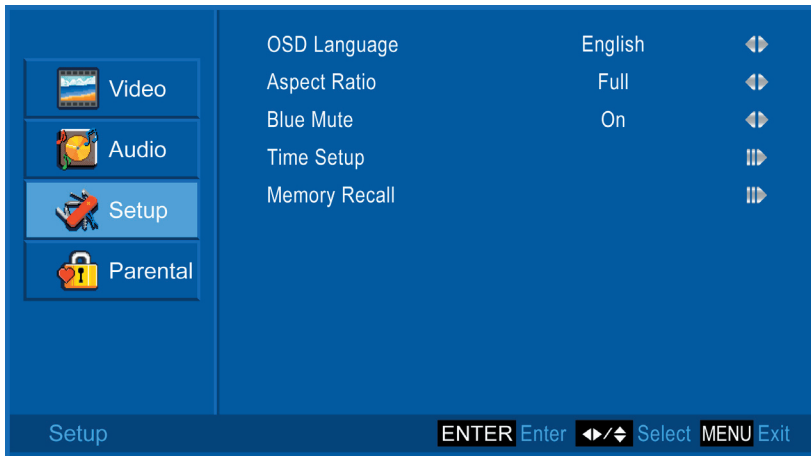
In TV, AV, S-Video, YPbPr, HDMI source:



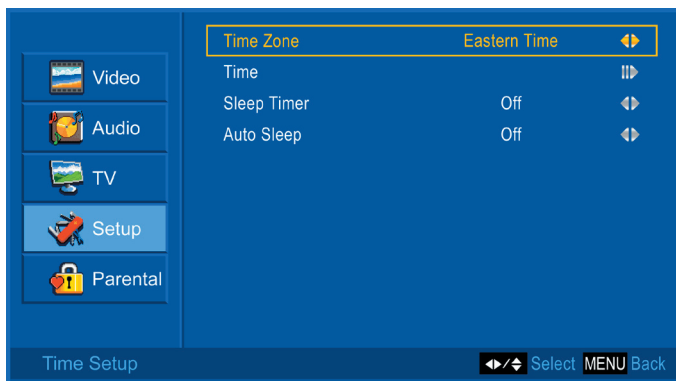
**Note:** When in AV, S-Video, YPbPr or HDMI source, the TV option on the left does not appear.



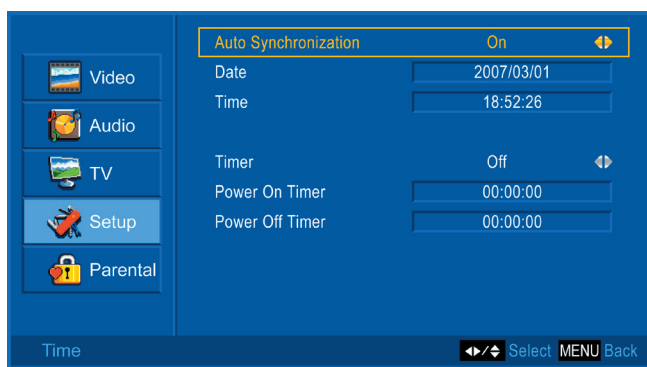
In VGA source:



- **OSD Language:** To select an OSD language from English, Spanish or French.
- **Aspect Ratio:** To select image size between No scale, Normal, Full, Letterbox, Zoom, and Panorama.
- **Blue Mute:** To set the background color to blue when there is no signal.
- **Time Setup:** To set Time Zone, Time, Sleep Timer, and Auto Sleep.



- \* **Time Zone:** To select the time zone appropriate to your location.
- \* **Time:** To set the current time.

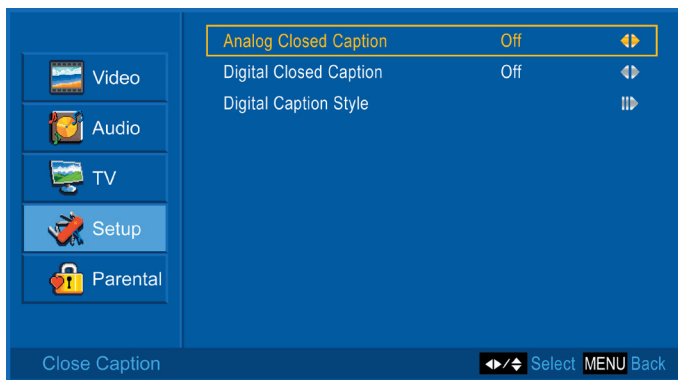


**Auto Synchronization:** When “Auto Synchronization” is enabled, the date and time will be automatically synchronized according to the program content.

**Timer:** To set power-on and power-off time.

- \* **Sleep Timer:** To set the off timer from 10~120 minutes.
- \* **Auto Sleep:** To set the off timer for longer intervals -- 1 hour, 2 hours, or 5 hours.

- **Close Caption:** To set close caption options.



- \* **Analog Closed Caption:** To set basic analog closed caption options. (CC1~CC4, TEXT1~TEXT4, Off)
- \* **Digital Closed Caption:** To select closed caption signal formats and set up caption modes for digital TV channels. (Service1~6, Off)
- \* **Digital Caption Style:** Press ◀▶ to select Caption Style from “As Broadcaster” or “Custom”. When “Custom” is selected, use ▲▼ to select the desired controls, ◀▶ to adjust detailed settings.



**Font Size:** To select a font size from Large, Small, or Medium.

**Font Color:** To select a font color from Black, White, Green, Blue, Red, Cyan, Yellow, or Magenta.

**Font Opacity:** To select font opacity from Solid, Translucent, or Transparent.

**Background Color:** To select background color.

**Background Opacity:** To select background opacity.

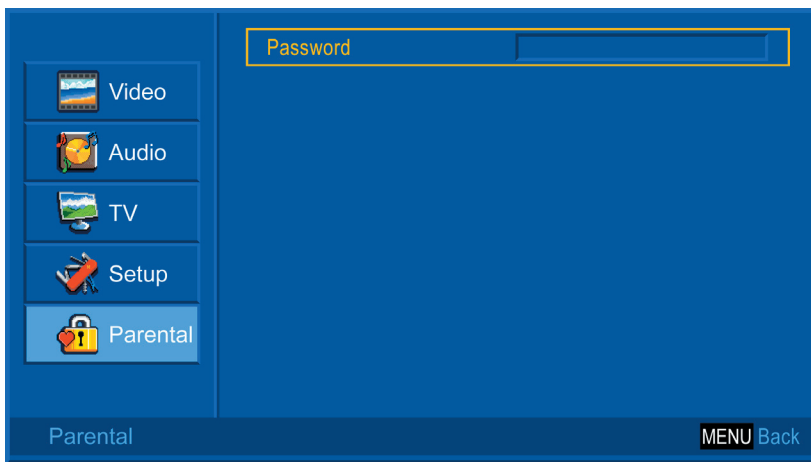
**Window Color:** To select window color.

**Window Opacity:** To select window opacity.

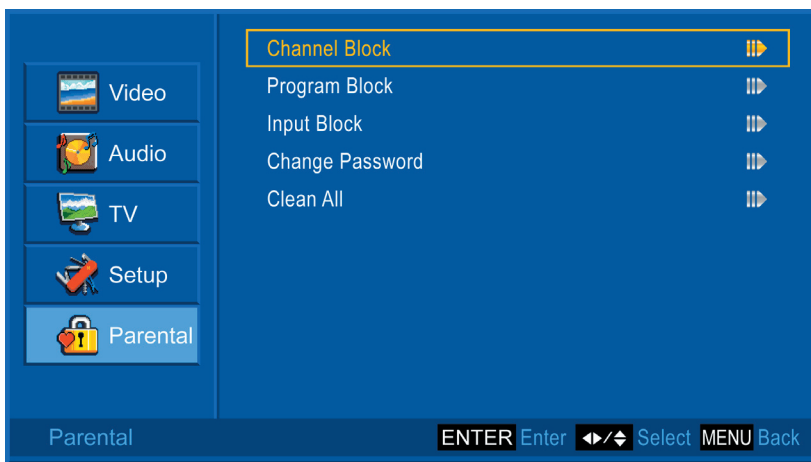
- **Memory Recall:** To restore the factory default settings.

## Parental Menu — To set up Parental Control options

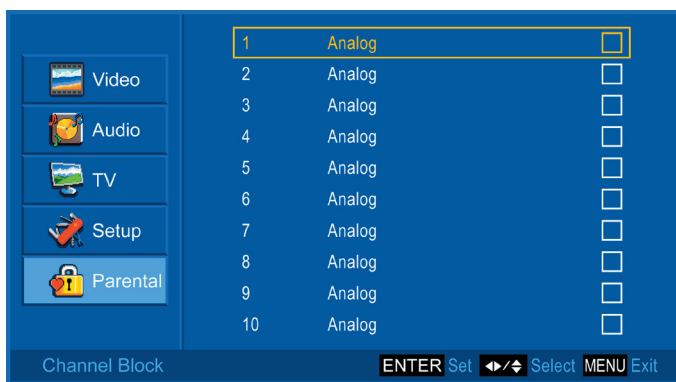
It is active in all input sources; however, when in AV, S-Video, YPbPr, HDMI, or VGA source, the TV option on the left does not appear.



Enter password and the screen below will show. (The default password is 0000.)



- **Channel Block:** To block channels. Use ▲ ▼ to select the channel you want to block, and then press ENTER to block or unblock it.

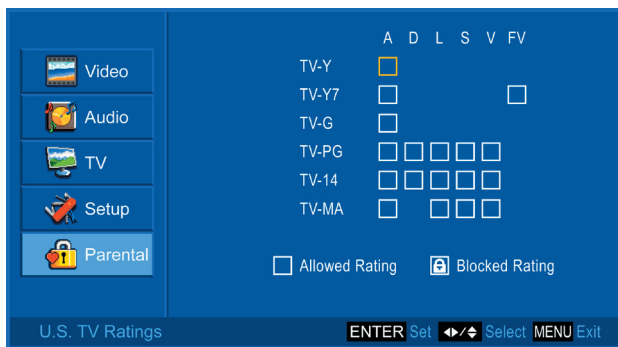


- **Program Block:** To set TV and Movie Ratings.



\* **Rating Enable:** Choose “On” to enable the below settings.

\* **U.S. TV Ratings:** To adjust TV blocking level in the US. You can select between TV-Y, TV-Y7, TV-G, TV-PG, TV-14, or TV-MA.

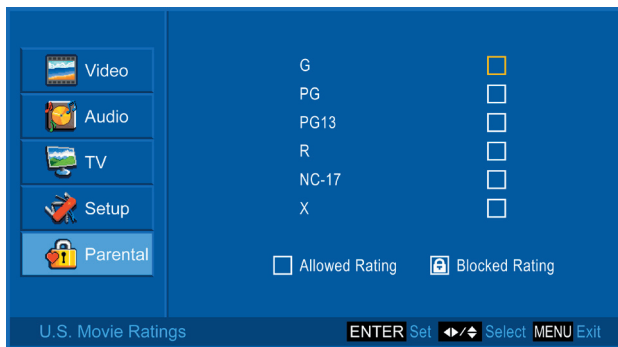


The TV Ratings in the US are defined as following.

<b>TV-Y</b>	All children	<b>TV-PG</b>	Parental guidance suggested
<b>TV-Y7</b>	Directed to older children: this program is designed for children age 7 and above	<b>TV-14</b>	Parents strongly cautioned: this program contains some material that is unsuitable for children under 14 years of age
<b>TV-G</b>	General audience	<b>TV-MA</b>	Mature audience only

Use **ENTER** button to block or unblock the ratings, and use **MENU** to exit.

\* **U.S. Movie Ratings:** To adjust movie blocking level in the US. You can select between G, PG, PG-13, R, NC-17, or X.

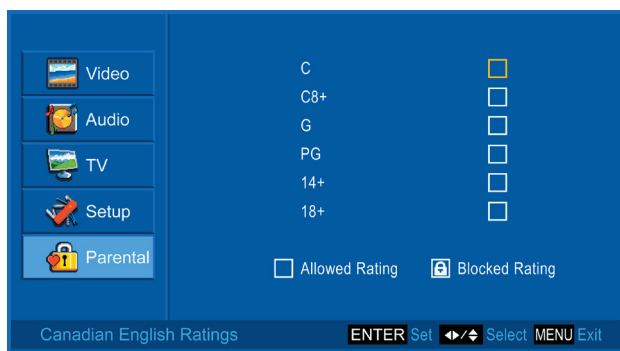


The movie Ratings in the US are defined as following.

<b>G</b>	General audience	<b>R</b>	Restricted
<b>PG</b>	Parental guidance suggested	<b>NC-17</b>	No one 17 and under limited
<b>PG-13</b>	Parents strongly cautioned	<b>X</b>	Adult audience only

Use **ENTER** button to block or unblock the ratings, and use **MENU** to exit.

\* **Canadian English Ratings:** To adjust blocking level in English-speaking region of Canada. You can select between C, C8+, G, PG, 14+, 18+.

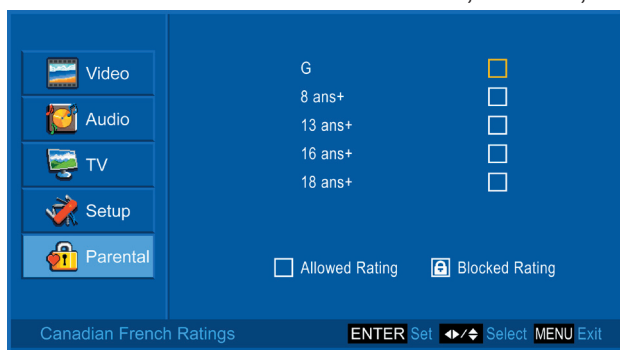


\* The Canadian English Ratings are defined as following.

<b>C</b>	Children	<b>PG</b>	Parental guidance
<b>C8+</b>	Children eight years and older	<b>14+</b>	Viewers 14 years and older
<b>G</b>	General programming, suitable for all audiences	<b>18+</b>	Adult programming

Use **ENTER** button to block or unblock the ratings, and use **MENU** to exit.

\* **Canadian French Ratings:** To adjust blocking level in French-speaking region of Canada. You can select between G, 8 ans +, 13 ans +, 16 ans +, 18 ans +.



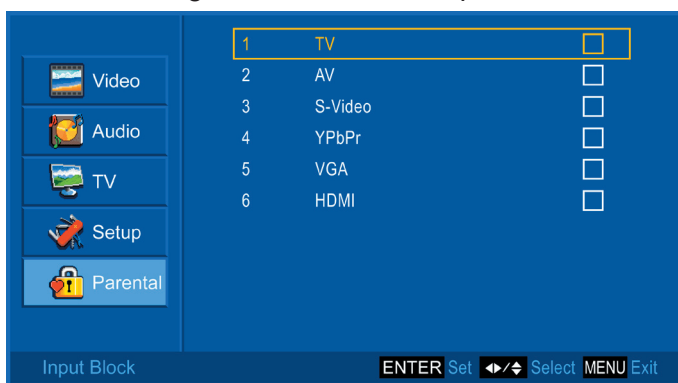
The Canadian French Ratings are defined as following.

<b>G</b>	General	<b>16 ans +</b>	Not appropriate for children of less than 16 years
<b>8 ans +</b>	Children eight years and older	<b>18 ans +</b>	Reserved to adults
<b>13 ans +</b>	Not appropriate for children of less than 13 years		

Use **ENTER** button to block or unblock the ratings, and use **MENU** to exit.

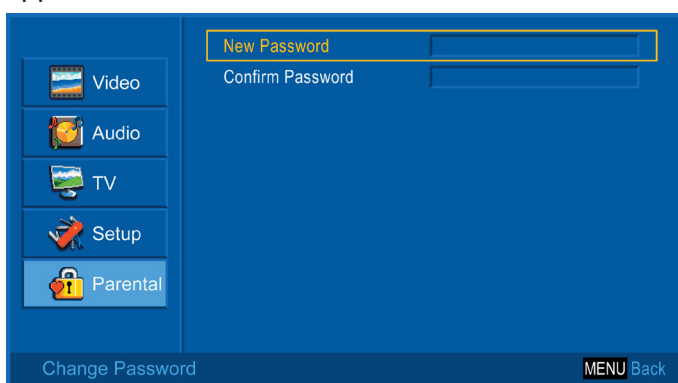
\* **Block Unrated:** To block unrated movie or TV programs.

- **Input Block:** To set the input source to be blocked. Users will not be able to watch the content coming from the blocked input source.



Use **ENTER** button to block the input source, and press **ENTER** again to unblock.

- **Change Password:** To change the password, press **ENTER**, and the following screen appears.



Enter the new password from the remote control, and then enter the new password again to confirm.

**Note:** Please make sure you remember your new password after changing, because you cannot recall the default setting of the password by any selection.

- **Clear All:** To clear all the locks set before, press **ENTER**, and then select “OK” to confirm.

## Other Information

### Specifications

<b>LCD</b>	Type	31.5" TFT Active Matrix RGB 0.51075 (H) x 0.51075 (V) mm pixel
	Color Filter	RGB vertical stripe
	Glass surface	Anti-Glare
<b>Input signal</b>	RGB	RGB analog (0.7/1.0 Vp-p, 75 ohms) Separate Sync, f <sub>h</sub> : 30-82 kHz, f <sub>v</sub> :50-75 Hz
	RF	TV system Antenna / NTSC+ATSC, TV cable system / CATV+Digital cable
	Video	1 composite RCA, 1 S-Video, 1 YPbPr component, 1 HDMI
	Audio	1 mini-stereo, 2 pair of RCA (L/R) stereo
<b>Compatibility</b>	PC	Up to 1360 x 768 Non-interlaced
<b>Resolution</b>	Recommended and supported	1360 x 768 @ 60 Hz
		1280 x 1024 @ 60 Hz
		1280 x 768 @ 60 Hz
		1024 x 768 @ 60, 75 Hz
		800 x 600 @ 60, 75 Hz
		640 x 480 @ 60, 75 Hz
<b>Speaker Output</b>		10W x 2 @ THD=10%
<b>Audio Output</b>		1 stereo RCA jack, 1 SPDIF (optical), 1 Headphone jack
<b>Power</b>	Voltage	100-240 VAC, 50/60 Hz (auto switch)
<b>Display area</b>	Full Scan	697.68mm (H) x 392.25mm (V) 27.5" (H) x 15.4" (V)
<b>Operating conditions</b>	Temperature	32°F to + 104°F ( 0°C to + 40°C)
	Humidity	20% to 65% (no condensation)
	Altitude	To 10,000 feet (3,000m)
<b>Storage condition</b>	Temperature	-4°F to + 140°F (-20°C to + 60°C)
	Humidity	10% to 90% (no condensation)
	Altitude	To 40,000 feet (12,000m)
<b>Dimensions</b>	Physical	800mm (W) x 573.5mm (H) x 117.6mm (D) 31.5" (W) x 22.6" (H) x 4.6" (D)
<b>Weight</b>	Net	15.0 kg (33.0 lb)
<b>Regulations</b>		UL/cUL, FCC-B (Doc-B), NOM, BETS-7
<b>Power consumption</b>	On	< 180 W (blue LED)
	Stand by	< 3 W (amber LED)

**Preset Timing Mode** (Pre-adjusted to GTF® 1360 x 768 @ 60 Hz)

**Warning:** Do not set the graphics card in your computer to exceed these refresh rates; doing so may result in permanent damage to the Digital Signage Multimedia.

**Note:** Product Specifications are subject to change without notice.

# Troubleshooting

## No power

- Make sure the Digital Signage Multimedia is properly connected.
- Make sure the AC power cord is properly connected.
- Make sure the AC power is ON, DC power button is ON (Blue LED).
- Plug another electrical device (like a radio) to the power outlet to verify that the outlet is supplying the proper voltage.

## Poor or no picture

- The TV station may be experiencing problems. Try another channel.
- The Cable TV signal may be scrambled or encoded. Please contact your local cable operator.
- Make sure that connection to other components are correct.
- Make sure that setup has been done correctly after connections.
- Make sure the correct input is selected and the input signal is compatible.

## Strange color, light color, or color misalignment

- Ensure that the video cable is securely connected.
- The picture may appear dim in a brightly lit room.
- Adjust brightness and contrast.
- Check the input signal setting.

## No sound

- Check your audio connections
- The MUTE button may have been pressed, try pressing this button again.
- Check your audio settings, your Digital Signage Multimedia audio may be set to minimum.
- Press the Volume + (Up) button on the remote control.

## Remote control unit does not operate

- Make sure batteries are inserted correctly.
- Batteries could be weak or dead. Replace batteries.
- Is a fluorescent light illuminated near the remote control sensor?
- The path of the remote control beam may be blocked. Make sure the path is clear and that the remote control is aimed at the remote control sensor on the Digital Signage Multimedia.
- Press only one button at a time and it is the correct one for the operation you want to perform.

## Unit cannot be operated

- External influences such as lightning or static electricity may cause improper operation. In this case, operate the unit after first turning on the power of the Digital Signage Multimedia and the AVC System, or unplug the AC cord for 1 to 2 minutes, then replug again.

## Power is cut off suddenly

- Is the sleep timer set?
- The internal temperature of the unit has increased. Remove any objects blocking the vent or clean as necessary.

## No CATV reception (or no reception above CH13)

- Is the AIR/CABLE option set correctly? Please set the AIR/CABLE option to CABLE.
- CATV is connected improperly or not connected; please check all the CATV connections.
- The cable TV service is interrupted; please contact your cable operator.

## Picture is cut off/with sidebar screen

- Is the image positioned correctly?
- Are screen mode adjustments such as picture size set correctly?



# Customer Support

For technical support or product service, see the table below or contact your reseller.

**Note:** You will need the product serial number.

<b>Country/ Region</b>	<b>Web Site</b>	<b>T= Telephone F= Fax</b>	<b>Email</b>
United States	<a href="http://www.viewsonic.com">www.viewsonic.com</a>	T (Toll-Free) = 1-800-688-6688 T (Toll) = 1-424-233-2530 F = 1-909-468-1202	<a href="mailto:service.us@viewsonic.com">service.us@viewsonic.com</a>
Canada	<a href="http://www.viewsonic.com">www.viewsonic.com</a>	T (Toll-Free) = 1-866-463-4775 T (Toll) = 1-424-233-2533 F = 1-909-468-1202	<a href="mailto:service.ca@viewsonic.com">service.ca@viewsonic.com</a>

ENGLISH

# Limited Warranty

## VIEWSONIC® Digital Signage Multimedia

### What the warranty covers:

ViewSonic warrants its products to be free from defects in material and workmanship, under normal use, during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will at its sole option repair or replace the product with a like product. Replacement product or parts may include remanufactured or refurbished parts or components.

### How long the warranty is effective:

ViewSonic Digital Signage Multimedia is warranted for one (1) year for all parts excluding the light source and one (1) year for labor from the date of the first customer purchase.

### Who the warranty protects:

This warranty is valid only for the first consumer purchaser.

### What the warranty does not cover:

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
  - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  - b. Repair or attempted repair by anyone not authorized by ViewSonic.
  - c. Any damage of the product due to shipment.
  - d. Removal or installation of the product.
  - e. Causes external to the product, such as electric power fluctuations or failure.
  - f. Use of supplies or parts not meeting ViewSonic's specifications.
  - g. Normal wear and tear.
  - h. Any other cause which does not relate to a product defect.
3. Any product exhibiting a condition commonly known as "image burn-in" which results when a static image is displayed on the product for an extended period of time.
4. Removal, installation, and set-up service charges.
5. When you mount it on the wall, the following must be noticed:
  - a. The accessories attached with this product are applicable for this product only.
  - b. When the product is mounted on the wall, holes and fixed screws will remain in the wall body.
  - c. Wall face may discolor when this product has been mounted on the wall for a long time.

### How to get service:

1. For information about receiving service under warranty, contact ViewSonic Customer Support. You will need to provide your product's serial number.
2. To obtain warranted service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
3. Take or ship the product freight prepaid in the original container to an authorized ViewSonic service center or ViewSonic.
4. For additional information or the name of the nearest ViewSonic service center, contact ViewSonic.

### Limitation of implied warranties:

There are no warranties, express or implied, which extend beyond the description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

### Exclusion of damages:

ViewSonic's liability is limited to the cost of repair or replacement of the product. ViewSonic shall not be liable for:

1. Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
2. Any other damages, whether incidental, consequential or otherwise.
3. Any claim against the customer by any other party.

### Effect of state law:

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

### Sales outside the U.S.A. and Canada:

For warranty information and service on ViewSonic products sold outside of the U.S.A. and Canada, contact ViewSonic or your local ViewSonic dealer.

The warranty period for this product in mainland China (Hong Kong, Macao and Taiwan Excluded) is subject to the terms and conditions of the Maintenance Guarantee Card.

# Mexico Limited Warranty

## VIEWSONIC® Digital Signage Multimedia

**What the warranty covers:**

ViewSonic warrants its products to be free from defects in material and workmanship, under normal use, during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, ViewSonic will, at its sole option, repair or replace the product with a like product. Replacement product or parts may include remanufactured or refurbished parts or components & accessories.

**How long the warranty is effective:**

ViewSonic Digital Signage Multimedia is warranted for 1 year for all parts excluding the light source and 1 year for labor from the date of the first customer purchase.

**Who the warranty protects:**

This warranty is valid only for the first consumer purchaser.

**What the warranty does not cover:**

1. Any product on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
  - a. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, unauthorized attempted repair, or failure to follow instructions supplied with the product.
  - b. Any damage of the product due to shipment.
  - c. Causes external to the product, such as electrical power fluctuations or failure.
  - d. Use of supplies or parts not meeting ViewSonic’s specifications.
  - e. Normal wear and tear.
  - f. Any other cause which does not relate to a product defect.
3. Any product exhibiting a condition commonly known as “image burn-in” which results when a static image is displayed on the product for an extended period of time.
4. Removal, installation, insurance, and set-up service charges.

**How to get service:**

For information about receiving service under warranty, contact ViewSonic Customer Support (Please refer to the attached Customer Support page). You will need to provide your product’s serial number, so please record the product information in the space provided below on your purchase for your future use. Please retain your receipt of proof of purchase to support your warranty claim.

For Your Records

Product Name: _____	Model Number: _____
Document Number: _____	Serial Number: _____
Purchase Date: _____	Extended Warranty Purchase? _____ (Y/N)
	If so, what date does warranty expire? _____

1. To obtain warranty service, you will be required to provide (a) the original dated sales slip, (b) your name, (c) your address, (d) a description of the problem, and (e) the serial number of the product.
2. Take or ship the product in the original container packaging to an authorized ViewSonic service center.
3. Round trip transportation costs for in-warranty products will be paid by ViewSonic.

**Limitation of implied warranties:**

There are no warranties, express or implied, which extend beyond the description contained herein including the implied warranty of merchantability and fitness for a particular purpose.

**Exclusion of damages:**

ViewSonic’s liability is limited to the cost of repair or replacement of the product. ViewSonic shall not be liable for:

1. Damage to other property caused by any defects in the product, damages based upon inconvenience, loss of use of the product, loss of time, loss of profits, loss of business opportunity, loss of goodwill, interference with business relationships, or other commercial loss, even if advised of the possibility of such damages.
2. Any other damages, whether incidental, consequential or otherwise.
3. Any claim against the customer by any other party.
4. Repair or attempted repair by anyone not authorized by ViewSonic.

**Contact Information for Sales & Authorized Service (Centro Autorizado de Servicio) within Mexico:**

**Name, address, of manufacturer and importers:**  
 México, Av. de la Palma #8 Piso 2 Despacho 203, Corporativo Interpalmas,  
 Col. San Fernando Huixquilucan, Estado de México  
 Tel: (55) 3605-1099  
<http://www.viewsonic.com/la/soporte/index.htm>

**NÚMERO GRATIS DE ASISTENCIA TÉCNICA PARA TODO MÉXICO: 001.866.823.2004**

<p><b>Hermosillo:</b>                  Distribuciones y Servicios Computacionales SA de CV.                  Calle Juarez 284 local 2                  Col. Bugambilias C.P: 83140                  Tel: 01-66-22-14-9005                  E-Mail: disc2@hmo.megared.net.mx</p>	<p><b>Villahermosa:</b>                  Compumantenimientos Garantizados, S.A. de C.V.                  AV. GREGORIO MENDEZ #1504                  COL, FLORIDA C.P. 86040                  Tel: 01 (993) 3 52 00 47 / 3 52 20 09                  E-Mail: compumantenimientos@prodigy.net.mx</p>
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<p><b>Puebla, Pue. (Matriz):</b>                  RENTA Y DATOS, S.A. DE C.V. Domicilio:                  29 SUR 721 COL. LA PAZ                  72160 PUEBLA, PUE.                  Tel: 01(52).222.891.55.77 CON 10 LINEAS                  E-Mail: datos@puebla.megared.net.mx</p>	<p><b>Veracruz, Ver.:</b>                  CONEXION Y DESARROLLO, S.A DE C.V. Av.                  Americas # 419                  ENTRE PINZÓN Y ALVARADO                  Fracc. Reforma C.P. 91919                  Tel: 01-22-91-00-31-67                  E-Mail: gacosta@qplus.com.mx</p>
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<p><b>Chihuahua</b>                  Soluciones Globales en Computación                  C. Magisterio # 3321 Col. Magisterial                  Chihuahua, Chih.                  Tel: 4136954                  E-Mail: Cefeo@soluglobales.com</p>	<p><b>Cuernavaca</b>                  Compusupport de Cuernavaca SA de CV                  Francisco Leyva # 178 Col. Miguel Hidalgo                  C.P. 62040, Cuernavaca Morelos                  Tel: 01 777 3180579 / 01 777 3124014                  E-Mail: aquevedo@compusupportcva.com</p>
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<p><b>Distrito Federal:</b>                  QPLUS, S.A. de C.V.                  Av. Coyoacán 931                  Col. Del Valle 03100, México, D.F.                  Tel: 01(52)55-50-00-27-35                  E-Mail : gacosta@qplus.com.mx</p>	<p><b>Guadalajara, Jal.:</b>                  SERVICRECE, S.A. de C.V.                  Av. Niños Héroes # 2281                  Col. Arcos Sur, Sector Juárez                  44170, Guadalajara, Jalisco                  Tel: 01(52)33-36-15-15-43                  E-Mail: mmiranda@servicrece.com</p>
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